

User Pays User Group
Monday 03 September 2012
via teleconference

Attendees

Tim Davis (Chair)	(TD)	Joint Office
Lorna Dupont (Secretary)	(LD)	Joint Office
Andrew Margan	(AM)	British Gas
Dave Addison	(DA)	Xoserve
Katie Ballard	(KB)	Total
Laura Ayling	(LA)	Total
Lorna Lewin	(LL)	DONG Energy
Vicky Workman	(VW)	Xoserve

1.0 Introduction

Meeting documentation can be found at www.gasgovernance.co.uk/up/2012

TD welcomed attendees.

As the meeting was not quorate, it was agreed the proceeding business would be addressed informally as a User Pays User Group meeting.

1.1 Minutes of previous meeting

The minutes from the previous meeting were accepted.

1.2 Actions

There were no actions outstanding.

2.0 Change Management Update

2.1 Change Order No UPCO005: Modification 0416S – Extending the data provision permissions created by Modification 0279 regarding historic asset and read data provision

This modification seeks to provide permission for the Registered User to access historic asset and read data for recently acquired supply points. In addition to the general permission - it references two Non-Code User Pays portfolio reports. UPC005 is required in order to add these two portfolio reports to the Services Schedule for the Provision of Non-Code User Pays Services.

DA confirmed the process. The Business Evaluation Report (BER) was formally notified to UPUC members on 25 July 2012 for their formal

consideration/vote. No votes were received. The conditions of Clause 6.2 of the UPUC terms of reference have therefore been met, and the Change Order approved. The BER Outcome Report was published on the Joint Office website on 14 August 2012

The formal consultation has commenced on Modification 0416S and will close out on 07 September 2012. Provided no new issues are raised and the Panel, following consideration of the Final Modification Report (FMR), accepts the Modification, it is anticipated this will be implemented to be effective from 12 October 2012.

It was confirmed there were no associated development costs, and any costs will only apply to users of the service.

AM indicated that British Gas would have voted against it and, aware that it may be the solitary dissenter, will be making its response under the formal Modification consultation.

No further questions or comments were received and other participants were happy with the position.

3.0 Operational Update

Data Centre Services - Performance

DA provided a performance status update, with all areas on target. No questions were raised. Total (KB) confirmed that everything seemed to be working well from its standpoint.

4.0 Modification Update

DA provided a list of User Pays Modifications currently live on the Joint Office Modifications Register: www.gasgovernance.co.uk/mods.

5.0 Any Other Business

5.1 Data Enquiry Outage – 04 October 2012

DA reported that in order to reflect the new gas year AQ values in the Data Enquiry (DE) service, the DE service would be running a number of catch-up activities over a period of several days.

A planned outage for the DE service will occur on Thursday 04 October 2012 00:00hrs. (It was noted that this would now only be for one day rather than the two days anticipated at the previous meeting.) The service will have returned to normal and be fully available from 09:00 on Friday 05 October 2012. DA drew attention to information contained within a table, describing the data available and anticipated performance levels on the service between 01 and 06 October 2012. Data was being propagated from UK Link into the Data Warehouse, and DA explained that this may slow the system performance from a user's perspective. It was anticipated that this

would be back to normal by the Saturday, with data availability at D-1.

It was not anticipated that these dates would change, but should a change be required then the community would be informed as soon as possible.

Following a request by AM the community will be sent a reminder a week before to draw more focused attention to the outage. Xoserve will issue a communication via the User Pays distribution list and the Customer Operations distribution list.

5.2 Enhancements to MUR Process

DA briefly outlined the enhancements made to the MUR process (Search, Files, Screens, Case Event Descriptions), and a table illustrating proposed further improvements was displayed. The differences to the current process were explained. The new CEDs were notified to the UK Link Committee in August.

No questions were raised.

5.3 Data Enquiry Print Setting Changes

A number of users who use Internet Explorer 6 (IE6) have reported that this seems to cause them issues when printing. A change has therefore been raised to address this to give those users a better print outcome. Testing will take place to make sure other browsers are not impacted by the proposed change (no impacts are anticipated).

5.4 Supporting Information for Telephone Enquiry Usage

DA reported that Xoserve had received a request from a user to provide additional information to that currently provided under the contract. Such ad hoc requests have been received in the past, and Xoserve now contemplated offering an additional service to users whereby a user can elect to receive additional information for a charge. This charge would not impact on the wider community.

A count of total calls made is currently provided under the contract. Additional information was likely to include name and time of call, eg rather like itemised billing for a mobile phone. Nothing much if anything would be expected to be in the way of development costs; a user could opt for the information to be provided at operational cost.

Responding to TD, Total G&P indicated that it was happy for Xoserve to proceed with this, and DA confirmed that Xoserve would raise the appropriate Change documentation to start the process moving.

5.5 UNC Modification 0430 – Inclusion of data items relevant to smart metering into existing industry systems

DA drew attention to this modification (information in support of Smart Metering Programme) and reported that the foundation stage was under discussion by SPAA's SWIG group. Three new data items were likely to be required, including 'Installing Supplier', 'Meter Type (SMETS 1 or 2)', and one other.

Xoserve was monitoring the discussions and would return with an update. DA added that there might be an iGT element that may also have an impact and this will also be monitored.

6.0 Next Meeting

The next meeting (via teleconference) is scheduled to take place at 09:30 on Monday 05 November 2012.

It was noted that there was an obligation to convene a User Pays Contract Expert Group meeting on an annual basis. To comply with this obligation it was intended that this meeting would also be held on Monday 05 November 2012 via teleconference.